

First Steps Family Survey

Statewide Summary

May 2013

Total surveys mailed out: 5099

Number of surveys returned: 1174

1. How old is your child?				
115 (9.80%)	351 (29.90%)	565 (48.13%)	136 (11.58%)	7 (0.60%)
Less than one year	1 yr - less than 2 yrs	2 yrs - less than 3 yrs	3 years and over	Did not answer
2. At what age did your child first begin receiving First Steps services?				
595 (50.68%)	287 (24.45%)	218 (18.57%)	3 (0.26%)	71 (6.05%)
Less than one year	1 yr - less than 2 yrs	2 yrs - less than 3 yrs	3 years and over	Did not answer
4. It was easy to learn about First Steps.				
592 (50.60%)	483 (41.28%)	83 (7.09%)	12 (1.03%)	0
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply
5. It was easy to find out if my child was eligible for services.				
622 (53.21%)	510 (43.63%)	34 (2.91%)	3 (0.26%)	0
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply
6. It was easy to obtain the services that are needed for my child and family.				
686 (58.53%)	430 (36.69%)	49 (4.18%)	7 (0.60%)	0
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply
7. Only necessary services were included in our Individualized Family Service Plan (IFSP).				
678 (58.20%)	453 (38.88%)	29 (2.49%)	5 (0.43%)	0
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply
8. When my child was evaluated, all concerns about my child's development raised by me and others were addressed.				
807 (68.97%)	347 (29.66%)	13 (1.11%)	3 (0.26%)	0
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply
9. The results of my child's assessments or evaluations were explained to me in ways I understood.				
819 (70.00%)	346 (29.57%)	3 (0.26%)	2 (0.17%)	0
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply
10. I received information and explanations about our family's rights to file a child complaint.				
716 (61.46%)	396 (33.99%)	43 (3.69%)	10 (0.86%)	0
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply
11. I received information and explanations about our family's parental rights.				
757 (64.81%)	390 (33.39%)	18 (1.54%)	3 (0.26%)	0
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply
12. I feel the service coordinator listens to me and encourages my opinions.				
812 (69.34%)	329 (28.10%)	21 (1.79%)	9 (0.77%)	0
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply
13. Our service coordinator helps my family get the services we need in a timely manner.				
787 (67.26%)	335 (28.63%)	39 (3.33%)	9 (0.77%)	0
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply
14. In creating our IFSP, I am asked about areas where our family feels things are fine and where we feel we need help.				
833 (71.26%)	321 (27.46%)	11 (0.94%)	4 (0.34%)	0
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply
15. Our family receives all the services listed in our IFSP.				
807 (69.39%)	338 (29.06%)	15 (1.29%)	3 (0.26%)	0
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply

16. All the services I felt necessary were included in the IFSP.					
793 (68.01%)	326 (27.96%)	38 (3.26%)	9 (0.77%)	0	
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	
17. First Steps service providers were effective and knowledgeable in working with my child's disability.					
835 (72.42%)	301 (26.11%)	12 (1.04%)	5 (0.43%)	0	
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	
18. Our First Steps service providers listen to me and respect my opinions.					
880 (76.06%)	267 (23.08%)	7 (0.61%)	3 (0.26%)	0	
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	
19. First Steps services give my family the tools to directly improve my child's development.					
833 (72.00%)	308 (26.62%)	9 (0.78%)	7 (0.61%)	0	
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	
20. Our services included in the IFSP were explained so that I understood them.					
818 (70.76%)	334 (28.89%)	2 (0.17%)	2 (0.17%)	0	
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	
21. I believe the services my child and family receive are appropriate and necessary.					
857 (74.07%)	282 (24.37%)	13 (1.12%)	5 (0.43%)	0	
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	
22. IFSP meetings are scheduled at a time and place that are convenient for me and my family.					
859 (74.63%)	283 (24.59%)	5 (0.43%)	4 (0.35%)	0	
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	
23. Over the past year, First Steps services have helped me and my family:					
a. Participate in everyday routines.					
715 (62.72%)	403 (35.35%)	19 (1.67%)	3 (0.26%)	0	
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	
b. Feel more confident in my skills as a parent/guardian.					
736 (64.50%)	377 (33.04%)	25 (2.19%)	3 (0.26%)	0	
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	
c. Understand my child's needs.					
791 (68.90%)	340 (29.62%)	15 (1.31%)	2 (0.17%)	0	
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	
d. Be more optimistic about my child's future.					
776 (67.77%)	346 (30.22%)	21 (1.83%)	2 (0.17%)	0	
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	
24. We are able to find and use the services and programs available to us.					
712 (61.91%)	408 (35.48%)	27 (2.35%)	3 (0.26%)	0	
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	
25. We know who to contact and what to do when we have questions or concerns.					
796 (68.86%)	339 (29.33%)	20 (1.73%)	1 (0.09%)	0	
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	
26. Our family is better off because of the First Steps program.					
858 (74.48%)	276 (23.96%)	15 (1.30%)	3 (0.26%)	0	
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	
27. Our child is better off because of the First Steps program.					
901 (78.14%)	239 (20.73%)	9 (0.78%)	4 (0.35%)	0	
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	
28. Our family used the help of our Service Coordinator:					
299 (26.74%)	343 (30.68%)	452 (40.43%)	24 (2.15%)	0 (0.00%)	
Weekly	Bi-Weekly	Monthly	Every six months	Annually	

Annual First Steps Family Survey 2013

Note: Comments are typed as written on the surveys with the exception of the correction of most misspellings. Names and other personally identifiable information of children, families and providers have been redacted.

Our speech therapist is the best. She helps out our daughter so much. We are very blessed to have her and First Steps. Thank you.

Very pleased with the service providers assigned to my twins!

I have had really positive results from this program.

I want to thank First Steps very much for helping me understand and cope and deal with my son's disability. Our provider has been awesome and has really helped my son communicate with me better and me to communicate with him also. I love this program.

We appreciate all the providers who visit our home and child every week. We believe that the weekly visits are definitely making a difference in his development. The only thing we are displeased with is the sudden change in how the insurance is billed.

Staff have done an excellent job with my child!□□This survey was difficult to distinguish between staff and their bosses so I assumed service coordinator.

Provider was so wonderful to work with! Provider at TLC was amazing too!!

We love First Steps and our providers/therapist. We don't know where we would be without them. Our child has really benefited and she loves her providers/therapist!

First Steps is a joy to have for parents like myself. I hope they never take this program away. Every child that needs this should have an opportunity in which to get these services. I am glad I was able to. Thank you.

They have been helpful, supportive, and caring. We are pleased with each of them (SC and therapist). Communication is great, no more or no less needed for our family.

All were awesome!

The First Steps coordinators in my area were very helpful and effective. They came into my home fully devoted to my family and were caring and concerned. Everyone involved from First Steps were supportive of myself and children.

Our son's occupational therapist is amazing. Our son is advanced beyond his age because of the information she gives us and the time she spends with him.

Overall our family had a very positive experience with First Steps. However, our initial experience with the intake coordinator was poor as she did not return phone calls or complete the process according to the parental rights in the 45 day time frame.

Occupational therapist was not a good match for my family and she did not provide services my child needed or that was in her IFSP. She no longer works with my child. Physical Therapist and speech therapist are amazing.

Awesome team of providers!

I really appreciate the work the provider has done with our child. He loves her and listens to her. He has been helped so much. We would never have had the opportunity to work with the provider if it hadn't been for First Steps. Thank you.

My First Steps Coordinator was phenomēna!!! She touched bases with me frequently to ensure I was pleased with the services my twins were receiving. She was always polite and professional and meetings were scheduled at my convenience.

I love First Steps! Our service coordinator has been amazing! And our therapists have been wonderful too!

The only reason I knew or found out about First Steps is my sister worked with them in her job. The program is great and has helped me and my daughter. I think we are better off with them and my daughter is doing much more than she should be able to.

First Steps has been one of the biggest blessings to this family. It is so hard having a child with a medical condition, and FS makes it much less scary. They have given us encouragement, advice, and confidence in our child's future.

Working with our therapist has been great. She has some strong ways with our child. She is always there when we have concerns and questions. She has helped our family out TREMENDOUSLY. I wish our visits with our therapist were more than weekly!

Thank you so much! You have helped my boys tremendously!

Our service provider is awesome! Our coordinator leave something to be desired.

First Steps has made great recommendations for my son to improve his speech. Connecting our family/son to Marion Hope Center is the best thing that could EVER happen. Our service coordinator has been helpful and has always been there when I need help.

First Steps has been a huge impact on the development of our twins. They were very delayed when they were placed with us at 8 months old. They have helped all along the way to learn new skills and support us through the changes.

We are very pleased with this program. Our care providers and service coordinator. They have given us lots of encouragement as well as tools to help our child progress with his large motor skills, speech and eating.

We love our therapist and our coordinator. Both make us feel very comfortable with them and confident as parents.

My son really learned a lot through this program! I didn't even know this was out there. Coordinator is a little unfriendly but therapist was outstanding!

The service coordinator may call about once a month to check up; however, if I am unavailable to talk she doesn't try to get a hold of me at another time that month. Also, I never met her - she never attended or scheduled a meeting with me at first.

Thank you!

Thank you!

Wonderful Experience! I feel so proud to have first steps in my family to help me with my son.

Our first therapist could be described as a social friend, rather than a therapist. I learned more about her personal life or other clients than I learned about our son. It was IMPOSSIBLE to get a time that was most do-able for our family.

We are happy with the coordinator and have been very pleased with the help our family receives from our therapists. We are very fortunate to have the assistance of First Steps, and our child has benefitted tremendously.

Our OT is so great for my son and for myself. She is so patient and caring with him and she always makes sure to answer all my questions and if she does not know an answer she finds out the answer. Our service coordinator is also wonderful.

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Service Coordinator is wonderful!

From start to finish our experience with First Steps was nothing short of exceptional! We are very thankful of the time and effort given to our son's needs. Thank you.

We were thrilled that our son was able to be involved in First Steps. We loved our PT therapist. She was fantastic and gave us the steps to get our child moving!

Our service coordinator did not follow through on keeping contact with us or providing us guidance. I only saw her/heard from her if she needed a signature.

My concern is expecting service providers to do things out of their scope of practice. Not only may it effect the clients, but makes the service providers uncomfortable. I had this issue and discussed it with the service coordinator.

First Steps was mentioned to me by accident, really. I believe it was by Parents as Teachers.□□I love the therapy folks, almost as much as my daughter. I believe my daughter's progress was advanced much in part by First Steps and all their help.

Bridget Chayer is our special instructor and she has been such an amazing help with our daughter. She is supportive and encouraging and has not only improved our daughter's life but helped my husband and myself be better parents.

My child receives services at daycare. I would like some way to know what they are working on, so we can reinforce it at home. Overall, we are very happy and thankful for this program!

We were very blessed with the care and quality of every member of our First Steps team! Thank you so much!

The First Steps program really helped my daughter a lot by teaching her how to sign, talk, use her hands and a lot of other things. My daughter has come a long way and the people who work with my daughter are doing a wonderful job.

When we met with our service coordinator, she had no idea of what milestones a 2 month old should be doing. She was rude and spoke to me as if I was an idiot. Needless to say I was not impressed with her as I found her to be very offensive.

I feel that First Steps program is a wonderful program and loved the people we worked with and they cared.

Our service coordinator is AWESOME. She is always available to answer questions and to be a great advocate for my son. She is always smiling and positive. Our speech therapist has a wealth of knowledge! She does great with our son.

We are truly grateful to have First Steps and people available to help our son.

First Steps has been really awesome for our family. Thank you so much.

I really appreciate how they respect the opinions and decisions my husband and I make for our son. They have been very supportive!

We see a dietician monthly and a speech and physical therapist weekly. Each is wonderful, kind and goal oriented. They are helpful, while still allowing the parents to make the decisions. Wonderful program!

I feel the first steps program have helped my daughter so much with catching up on the things she was behind in.

Service coordinator disorganized at times and leaves required meeting at last minute. Service provider is fantastic!

Great program keep up the good work.

Our therapist is wonderful and is always very patient with our son. She has given us lots of things to work on when she's not here and has really put us at ease with our child's development. We really enjoy her.

It has been wonderful for my son as well as our whole family. So thankful for the support that First Steps offers.

Our service coordinator has been very helpful and I think God for the help you have given us!

Our family loves First Steps! Our service coordinator has been great, she gives us great exercises to do with cooper and she is so positive. Our son is well on his way to closing the developmental gap from being born early. We are forever grateful to our

Our therapist is a fantastic and has taught our son in an engaging manner. She is exceptional with parental involvement and helping us to learn to reinforce the knowledge she teaches our son. We are very thankful to have met her.

It seems like there is a lot of paperwork the coordinator and I'd have to assume others do. To have a call and/or email stating we have an appointment, then to receive a letter confirming and then yet another letter to summarize our visit is redundant.

Our sons Speech Therapist has been wonderful and we feel very confident that he is receiving the best services possible. However, we feel differently about the services from the occupational therapist.

First Steps helped my child become the little girl she is meant to be. She has come out of her shell. She talks now. She is able to communicate with people. Our OT, not only loved our child, but she became a part of our family.

We love our Service Coordinator and our occupational therapist. Our OT has helped in leaps and bounds with our son.

We love our PTs!

Was so thankful this opportunity was available for my grandson, he is doing much better. Sure wish this was available when my kids were little. It is such a joy to hear a new word that he has learned. It has been fun working with the First Steps team.

Thank you first steps you have done a wonderful job, and have help in a time that I was in need Thank you and God bless.

We appreciate First Steps so much and have seen our son make tremendous growth with our speech pathologist!!☐☐I do feel it is hard for all parents to know about First Steps. It is such a great program!!☐☐Thank you!!

My experience with first steps has been very good. My son's speech has progresses greatly.

It has been absolutely terrific. I'm going to be very sad when services end. I am hoping that the social worker and I can continue. The developmental therapist really knows her stuff. I would highly recommend the program.

Love all the team members, everyone was great and helped with any questions or concerns. My son and I both loved our service coordinator she is such a good person and worked very well with my family. Thank you for all was done.

The therapist that help my child are wonderful. I feel more confident that my son will be able to function better when he attends preschool. Thanks for all the hard work that you guys do.

Thank you! Service Coordinator is great

Our service coordinator and service provider have been great. We cannot thank our service provider enough for the great job she has been doing with our child.

My daughter receives ST & OT. Ava has grown leaps and bounds since starting First Steps. One therapist meets with us weekly and is Amazing and the other meets with us every 6 weeks and is wonderful.

Our therapists are FANTASTIC!! Our child would not be the same without them and our First steps team! Thank you to ALL of them.

Our service coordinator has been excellent in answering any questions we had and was always a pleasure to deal with. ☐☐Our OT, was extremely helpful, we would recommend her to anyone, we were very sad to see her go.

Our service coordinator and case manager have been outstanding!

My only complaint is First Steps does not let you know what happens after services are over. We were assigned a Regional Coordinator who did reach out to us but not until after IEP meeting which she could have been present.

She is AWESOME!!

Kate is a great therapist. We like her and appreciate her. Very sweet girl!

The program is a true blessing for my daughter and our family. I am very grateful for the services that have been provided. Our service coordinator has been wonderful. We couldn't be happier!

We have enlisted the help of our service coordinator to expand services available for my daughter. She was prompt in addressing my concerns and taking action. She also ensured the steps required for initiation of additional services were done quickly.

Our service coordinator has been great and at First so was therapists. Then we got an actual diagnosis and realized more services and more intensive services were needed. PT was added and was great and we have made great strides.

Our experience with First Steps has been an absolute blessing. Our service Coordinator is an amazing woman! Thanks First Steps.

All of our service providers are wonderful!! Our Coordinator, PT, OT and Speech Instructor are wonderful. Caring and experienced people that celebrate every victory with our family. I appreciate these people very much.

Our service coordinator and providers are always available if I need them between appts. We love First Steps!

Our speech therapist is absolutely wonderful. She has helped my daughter immensely. Our service coordinator is so helpful in arranging meetings and being there for any questions or concerns I have.

We are satisfied with the service we get from our service coordinator and SLP.

I wish First Step was advertized more. Service coordinator is outstanding!

All of the service providers have helped our child greatly. We are going to miss them so much. They were always very flexible in helping us with any situation that arose with our child. They are the best!

I love my sons OT she is really amazing and helps him and us out as we grow and need it. All of you that I have met or been in contact was very nice and helpful I would recommend you guys to other families as well.

Providers are fantastic! Excellent program. Thank you!

We applied to First Steps at the recommendation of several doctors and finally were accepted after the third. It seemed like there was a lot of red tape to go through but I understand there needs to be assurance that First Steps is being a good steward.

I thank First steps for helping us with our granddaughter. She was born with developmental issues and they helped her and us to develop where she should be.

Having First Steps in my daughters life is helping her skills in everything she does. With the help First Steps has been providing. My daughter has been accomplishing her own little task that she sets up herself. Thank you first steps.

Both our service coordinator and our speech therapist were phenomenal in terms of helping us with my son's needs as well as improving how our family functions. They never ignored our concerns about our sons.

my service coordinator is a fabulous service provider. My child's daycare raves about her and she has been a joy to work with. My child looks forward to her visit.

I couldn't be happier with the program. My son has progress so much since we started the program. Service coordinator is always available when needed. The therapists have taught me what I need to help my son advance. My son is excited when they come over.

Our first steps coordinator has been great and our speech therapist has been wonderful. They truly want to help us and care about our child's needs.

Need more depth of knowledge for kids with sensory processing disorder. I do not feel confident in our Occupational Therapists ability to address our child's sensory needs and bridge the gaps. I feel our child's individual needs are over her head.

Our first First Steps experience we did not like the woman who came to our house. She was not very personable or helpful. Now that we have moved We love both the service coordinator and therapist.

Thank you for an awesome therapist. Amazing, caring, passionate about her kids and their needs as well as the families. Can't tell you enough. Thank you.

Great program! Thank you!

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Great program! Thank you!

Our service coordinator, is wonderful, we could not ask for anything more! Also our speech therapist, is amazing. She always communicates everything weekly, and she is so sweet and caring to our sweet girl. We're very thankful!

My family's experience with First Steps has been nothing but positive. Our service coordinator is always available and kept me informed the entire process. Our service provider is a tremendous support to me as a parent which is what I needed.

Our family could not be more happy with our First Steps experience. We had a wonderful experience when our son was in the program and feel the same with our daughter. The personal have been amazing to us and have been great with helping us.

Wonderful program for families who qualify. Though the qualification required to participate through First Steps is too strict and children who need aggressive therapy fall through the cracks and do not get it.

I felt that the service coordinator did the best within the guidelines. However I strongly feel that the "philosophy" of one session/one therapist to help advise and provide therapy across all levels is not a justice to get the most early intervention.

We love First Steps. They are very willing to work with us. They also take the time to learn more about my child's rare syndrome.

We love our First Steps Therapists. They are flexible, knowledgeable, and very fun for my child to learn and develop properly! We are very thankful for them.

Team has been amazing and flexible!

I don't know what we would have done if it wasn't for the First Steps program and our team. Our daughter has a better quality of life and we are more than pleased with the results.☺☺Thank you! And please keep this program going for all our children!!!

Having a child with Down Syndrome I didn't know what to do or expect. Our therapist has helped us in knowing what to work on to keep our child on track. Also showed us how to work with our child to reach specific milestones.

Wonderful! Thank you, thank you, thank you.

Both our providers have been very helpful. The provider has bonded very well with our son and he gets very excited when he hears she's coming. He still has a way to go, but she has helped considerably.

Overall, First Steps has been a great blessing to our family. I wish I had known about the program sooner so that we could have had more time in the program. Our service coordinator and our speech therapist, have made such a difference in our lives.

Our service coordinator and therapists are great. They will always be the people I go to when my foster children need therapy services.

Client and parents have benefited greatly from this service. She really got to like her service coordinators and they have helped her a lot.

The service coordinator does not understand our sons specific needs. We had to tell her that he needs to be evaluated by an OT and OT. She grudgingly agreed. Our son sees a PT weekly because of his lifelong condition through first steps.

Very happy with the First Steps program. It is a blessing for my children and my family.

Before First Steps my son didn't speak at all. He also didn't eat due to severe sensory issues on his mouth causing gagging. He had other sensory issues such as head hanging and dragging his head on floor/carpet. He is now using four word phrases.

Our service coordinator did not attend the IFSP. I first contacted her regarding getting our son into Marion Hope Center and having First Steps pay for it. She did not even know who I was.

The teaming model is a disservice to our family. My child requires multiple therapies and there is absolutely NO way he gets enough time and attention he needs in the time that is allowed. It is unfair to the children.

Great program! Thank you!

My son's therapist goes above and beyond to help me understand what stage of development he is at and how to proceed with steps that will help advance his skills. She has become one of his favorite people to come visit us as well.

We are extremely grateful for the services. Our daughter is adapting well with her visual impairments. Our "teacher" has been wonderful. She has helped me do things with our daughter that at 1st I didn't think were possible. Don't know where we'd be witho

Thank you so much First steps for everything you did for our family!

Every person that has come in our home has been wonderful! Thank you so much!

our OT is our case manager. My son couldn't turn his head at all when we started. His torticollis is resolved now without surgical intervention that the doctor stated he would have to have. She has changed our lives.

Our PT, is amazing with my children! She so easily adapts to what my son is doing that week. She is also very kind to my 2 year-old daughter. She is an absolute blessing!

I used first steps services with both of my sons at the age of 2. And all I have to say is the first steps really paved the way for my children to get the services they needed.

It has been great. She is making big improvements.

We truly appreciate the First Steps program. Packing three preschoolers into the car and getting to therapy appointments on time would be horribly difficult. ☐☐ All of our First Steps therapists, assistants, coordinators, etc have been excellent.

The OT assigned to us was and is extremely personable and has become a valued person in my son's developmental success. She helped provide us with daily tasks to assist my son's continued developmental success. Very happy with the cost and the services.

We have been very pleased with the services provided during our short time in the program. ☐☐ Re #4- I found out about first steps through online research.

Very pleased with the service providers for First Steps!

Our therapist is awesome! She is wonderful with my son, and he is making so much progress because of her. I also love that she gives me suggestions on how I can help him. Very happy with our First Steps experience!

Wonderful program.

Service coordinator is very helpful and understanding. We love our speech pathologist. She has made a world of difference in our child. Thank you!

Without First Steps we know we would not be able to understand our child the way we are able to now. It's not just the program that's amazing, it's the provider too. She has reached our child in a way that even us as his parents were not able to do.

We had a wonderful experience with First Steps. Our daughter is a completely different person - for the better. Her personality is able to shine because it is not hiding behind speech delays and behavior problems like it was a year ago.

Our experience with First Steps has been wonderful. All our providers have provided us with useful, practical, and reliable ways to support our daughter. Despite her complicated case, they never say "no" or "it can't be done."

Speech pathologist was wonderful! Best speech pathologist- very helpful and knowledgeable. We have just recently quit First Steps because services aren't needed anymore.

The speech therapist my son had worked wonders. My son has progressed in his speech because of her. We are very much appreciate your help. Thank You

Service providers appear to be very knowledgeable in their fields and communicate well with each other and us.

Our therapist has been great to work with and seems to truly care about our child. Thanks!

We have switched service coordinators, but have been very pleased with each coordinator.

I cannot say enough good things about First Steps! Our daughter has physical disabilities and with the help of our First Steps provided PT she has already achieved so much. Our service coordinator is so supportive and helpful.

Life changing - recommend to anyone in similar situation!

I believe First Steps is an excellent program that has greatly helped my daughter. Service providers have done a wonderful job in keeping close contact with me whenever I need them. They are always available and very helpful.

I feel first steps is a wonderful program. If it wasn't for the program I don't know if I could have afforded speech therapy. Who knows if my child would be talking. I really appreciate the program and everyone associated with it!

Thank you for all services. I had not heard of First Steps prior to son's birth, but everything and everyone has been a blessing. We are very appreciative of our whole experience and hope future parents will accept these services.

Our service provider has been a blessing to our family. Our provider tailored her approach to our child's needs and personality but continues to encourage growth with each session. The difference in our child's tolerance is wonderful.

First Steps is a great help to our family and is greatly appreciated.

Would like to thank everyone at First Steps for helping my child become healthy and more developed! We had a great time with ya'll! Thank you again for your support!

Fantastic! It has been such a blessing to the whole family!

Our coordinator was wonderful. Very friendly and helpful. I can't say enough good things about our daughter's therapist. She was wonderful. We no longer are using First steps regularly because daughter is fine.

It is difficult to feel as though we receive enough services, and yet seeking other services are discouraged or create financial concern for the family.

Our service provider helped make me aware of small changes I could make in our daily routine to encourage language development in our son. He has made a great deal of progress but we still enjoy seeing our service provider monthly.

Everybody was terrific with my son. I believe they layered the foundation of his communication skills. Thank you.

My family and I are very thankful and grateful for the first steps program and all the wonderful people the program has working for it.

I was annoyed that my child's language concerns didn't get addressed until his 15 month review. I believe they should have been addressed earlier with his other issues. Now he is further behind and will need more help.

The only negative experience was through ordering a hand splint. We waited several months (2-3) to receive the splint after ordering, and the wrong one was delivered, causing another month delay.

We feel blessed to have the First Steps Program. We see real progress in our child's development and are able to help him achieve developmental goals.

Our team (speech, P.T., O.T., therapist, and Spec. Coor.) has been so amazing over the last 1 1/2 years. We are so lucky to have them and so thankful for all they have helped our daughter to overcome and accomplish.

I have been very pleased with our First Steps experience thus far. My child's speech has improved significantly and everyone that we work with is very friendly.

Wasn't sure about adding speech therapy. Am glad we did, but I'm not going to teach him sign language when its not needed! I think questions 26 and 27 need to be reworded. My child and family is fine without first steps.

I want to add that I would like to suggest that you guys have someone to represent your services when a family just starts therapy they can call if they feel that child could qualify for First Steps.

Love our therapist and service coordinator. They give us great advice and provide easy ways to work with my child to meet her goals. Had great experiences with First Steps!

We have seen great improvement thank you.

Service Coordinator also helped at other times if there was a need. Thanks for your services.

Our physical therapist is the best there is. Our speech and OT are pretty awesome as well.

We have had two speech ladies now. I feel we get no tools to use in between visits. The last person here before we let go, said he had improved by saying lots of words the still does not say. So we have let her go.

We sincerely appreciate all of the assistance and support we have received from First Steps. It has been a pleasure to work with caring individuals that have made our initiation to parenthood as smooth as possible.

Most of the information given I already knew of and already do with my child. I think instead of pushing a child to do things it should be accredited as what they already do and give tips on encouraging more of what they are doing.

I appreciate first steps, their providers and our care coordinator! They are fabulous! They take their time with my family and son. They truly care about his future! My care coordinator is thoughtful and very prompt to helping us.

I can't thank everyone enough for the help provided. Thank you! Thank you!

I am blessed to have such wonderful people help my son through this time. My provider and therapists are the most amazing people I could ask for. Thank you!

My service coordinator also checks in with me every so often to see how things are going. She is great!

We use help from our service coordinator every 3 months.

My family and I are very grateful and thankful for the First Steps program and all the wonderful people working for the program.

Our therapist is a very special person. She loves her kids and makes sure she is giving them help. We like her very much and feel blessed to have her as a provider for our daughter.

Our coordinator is the ultimate cheerleader and coordinator for our family. She is extremely efficient and focused on how she can best help my child and our family as a whole.□□Our therapist has helped our family communicate.

Great services.

I think the first steps program is great, the people are nice and they helped my daughter walk better and she is learning more words everyday.

All of the First Steps staff have been knowledgeable, professional and effective at their work.

My two year old son has really came a long way since he was first put into the First Steps program. The teacher was very patient with him and very understanding. She left to have a child of her own and my son got a new teacher.

We are so blessed to receive assistance from First Steps and Boone County Family Resources. Our daughter is catching up with her peers. She still has developmental delays but is making great strides thanks to her therapists.

I DESPISE the part that the problems payment are sent to Kansas. A Missouri state problem should not have any tax/penalty/sales benefit to another state.

Our speech therapist and occupational therapist) have been great. Both of them work well with our child. They are patient, very friendly, and have flexible scheduling. Our service coordinator was very helpful during the intake and planning process.

I can't say enough good things about First Steps. We call them our "Baby Contractor." We truly owe the development of our son to First Steps. You have helped make him the success he is today! Thank you!

Our OT was so fabulous I can't even put it into words! Her assistance and guidance, and the entire program, were invaluable. Thanks!

We truly appreciate the help and services provided by First Steps. We love our son's therapists. He receives occupational, speech, and physical therapy and is really benefiting from all of it. Thank you!

We were highly satisfied with our First Steps experience. The program did its job - my child was able to overcome his delays and will not require additional services prior to kindergarten.

First Steps in Missouri is an amazing program. Everyone has gone above and beyond my expectations. Our PT has been amazing. Our therapists are also unbelievable. We have learned a lot.

First Steps has always been well organized and made transitions easy and smooth.

It was a difficult road for us to get into First Steps, but once we did, it has been a blessing. I try not to dwell on where we would be without services. They have helped our child so much!!

We found First Steps via Parents as Teachers otherwise would not have known about it. Our son gets speech therapy which has been so much more affordable for us and very much appreciated. Our provider is fantastic.

I really appreciate our coordinator listening to us and making sure we are getting what we need out of our services. The change that was made has been amazing!!

Our experience with the First Steps Program has been more than we ever hoped for.

Not on teams - but hate the teams idea. I need more time to talk to therapist instead of them talking to each other when they co-treat!

Our service coordinator is easy to talk to and really listens to our concerns. Our speech therapist is absolutely amazing. She is like part of our family now. Our son adores her and his time with her.

Therapist does a wonderful job!! Our child was born at 22 weeks and 1 day!!

The experience I have had with First Steps with my daughter and now my son has been great. Our provider has been amazing with my kids. I strongly advise any parent to use First Steps.

We love our PT! God blessed us by sending her to work with our son. Also, our Coordinator has been very kind and caring. Their support to our family will never be forgotten.

We are very happy with the PT and the OT. They have been phenomenal with our daughter. We wish we could continue with them after she turns 3.

My child's speech therapist was outstanding, not only in helping my child, but in instructing me how to do things on a regular basis to help our child's language development.

My daughter has the most amazing physical therapist. Our therapist is the reason she has come so far from where she started to where she is now - in such a short period of time too! We love our therapist and she is becoming like part of our family.

Our therapist is fantastic. Our daughter looks forward to seeing her every week.

Please thank everyone who has been involved with us - we appreciate the help so much.

We love our service coordinator!!

First Steps has been a big help!

The speech therapist that came to our home weekly introduced new and creative techniques that assisted us with understanding our child's strengths and weaknesses. She was caring and patient and our child was very comfortable with her.

I honestly can't imagine what we would have done without First Steps. I'm a teacher, and my husband has his masters and we still struggled with understanding and handling all of our son's developmental issues. I greatly appreciated the support.

Very helpful service coordinator! Always interested to know how my child was doing.

We really appreciate how much our coordinator and therapists value the parents requests and comments.

The therapists are awesome people who listen to what my family has to say and addresses.

Our child has severe needs and whenever I requested an increase in services, My child was denied. The quality and service of First Steps has declined drastically in the last two years. Children need more services and an increase in frequency.

Our service coordinator was unbelievably great. Our child's therapist was equally great.

The Special Learning Center's therapists are outstanding! We are so grateful for them! They are a blessing!□□ I am disappointed in hearing about changes being made by DESE on a regular basis that make things more difficult for families and team members.

The team working with our child and our family is great! They are so thoughtful and helpful.

We are grateful for the First Steps program !! It has made raising a child with special needs easier by following the advice and activities the providers offer.

I feel like sometimes my ideas or suggestions are just brushed off. It seems like if it wasn't my PT or OT's idea then it wasn't a good idea. I feel like my daughter would benefit more from PT weekly than OT weekly.

My son still needs necrology on waiting list.

We love the First Steps program and our coordinator. It has been very beneficial to our son in helping our son with his speech development. However our coordinator is not always here for an hour every week, but our insurance still gets billed.

We absolutely LOVE our teacher. She is an amazing teacher and we are happy beyond words with her relationship with our child.

Our physical therapist is more than a physical therapist. She is outstanding at that job, yet she has more to offer her families. Her helpful insight helps in making day to day decisions and her compassion for our daughter is amazing.

We are very thankful for the First Steps program! Our service coordinator and therapists are wonderful!

We love our provider, she did a wonderful job with our preemie!

We have had a great experience with the team that works with us. I do have an advantage understanding things as I am a speech-language pathologist with the birth-5 population. We love our providers and service coordinators.

Our service coordinator has been very helpful and a pleasure to work with. We could not have asked for anyone better as a service coordinator. We will soon transition to early childhood when school starts in the fall and will really miss everyone.

This program has been wonderful. My son has made so much progress and we understand his condition so much better now.

My daughter has a couple of people come weekly and they are wonderful people. All the women I've met from First Steps are great, caring, sweet and understanding!!!! Great Program!!

First Steps has been a great team concerning my daughter. Thank s to all involved.

We had a very good speech therapy worker. She made us feel important in our child's life. We also had a very caring service coordinator from the Pettis County office. They are both very caring people.

Our therapist has really put a lot of time and concern into making sure my daughter is actively learning and growing. Although, my daughter is still behind from an average 2 year old, she at least is doing better from where we started.

Very personable Special Instructor, helped me so much with the confidence and knowledge to care for my daughter.

I am thrilled we were able to get into the First Steps program. My daughter has progressed drastically due to the physical therapy provided in our home. She loves her therapist. I would like to thank First Steps for everything they do.

First Steps did a wonderful job and I don't know what we would have done with out them. Thank you.

Service coordinator is way more than a service coordinator. She takes on actual interest in my child and only wants what's best for him. She always been helpful.

I wished we had more services from the beginning but he didn't. Our therapist was fantastic!! I continued with my child! She's great. He is going to school every day and is doing so much more! And saying words. First Steps helped.

Our speech therapist, was wonderful! Always professional kept appointments. Our speech therapist also did a great job explaining how I could work with my child to improve his speech.

I had to make multiple calls to get an evaluation for our foster child after he transferred to our home/ county. It took four months. Unable to assess unanswered questions. Why is money wasted on statements with out balls.

The service providers are great! The problems we have are with our coordinator. She never returns calls and it takes forever to have a meeting to add services. By the time we have a meeting and schedule with a provider it is 1-2 months later.

As we get ready to transfer out of First Steps. I look back at the progress my daughter has made. She loves her therapists. I know without FS we would have felt lost. It is touching to see the therapists be just as excited as me when my child thrived.

We love the first steps program only complaint is the good therapist have booked schedules so times not always good for our family. Also, feel speech therapist is the BEST therapist we've had. Owe our son's speech progress to her. She is amazing!

For future reference can you please send this type of questionnaire is Spanish for the Spanish speaking families. Thank you

We love our therapist! I am so thankful First Steps is in our lives.

Our son loves his therapist and is excited when she comes. She does a great job with his speech development.

Our service coordinator has been very helpful and calls monthly to check on things. Our therapist is awesome. She has great ideas and works great with my daughter and showing me how to continue working with her. My daughter has come a long way in a year

Having more appropriate time with therapists would have always been nice!

Our therapist has been a HUGE blessing to our family. She has been able to help my daughter achieve speech milestones and goals that several other therapists were not able to do. Having this help has changed our family.

We love this service....it has been a great help.

Nothing bad to say. We have been treated greatly with your program.

We are very thankful for this program, for its convenience and cost. Our service coordinator tries to get our daughter everything she needs and we think that's really helped her. Our OT and PT allow us to contact them anytime and that's so helpful.

My family and I are so grateful to have discovered first steps. Our service coordinator has been a huge help in helping my son with his disability. Our service coordinator, along with our OT, have really made a difference.

The ladies that care for my daughter are amazing. Very flexible with our schedule and my daughter loves seeing them.

First Steps is amazingly helpful. We have been nothing but impressed with the entire program.

We appreciate our therapists very much!

We love our therapist! She is very helpful.

My therapist has done a good job with my child. First Steps could not have sent me anyone better.

I'm very glad we contacted First Steps because my son has come a long way with his speech. Love that our therapist comes to our house once a week.

We are very pleased with how quickly our situation with the therapist we had before was handled. We are very pleased with our new one. My daughter loves her and is always ready of her to come.

Our therapist is very attentive to her needs. She has been a great help in our child's vocabulary. Thank you.

First Steps truly has my child's best interests in mind. I appreciate the wealth of knowledge my child's team has.

First Steps has been a real blessing to us. I am only sad it has to end when our child turns 3. I am hopeful that our child will effectively fill the gap to keep him moving in the right direction.

Honestly, I don't feel First Steps is that important to us. If I had to pay any more per month, I'd cancel services. The very few services we receive have been hard to come by. I feel like I'm begging for them.

We have nothing but wonderful experiences with First Steps. Our speech delayed son has improved so quickly - I can't thank everyone enough.

I do not feel that the teaming approach is worth it. I think most children would benefit more from the way it used to be. I understand that money is an issue and that's why you changed it, though I think a speech therapist can not meet OT/PT needs.

I'm extremely lucky to have such a wonderful team working with my family. They always get things done in a timely manner and always give me helpful tips to work with my son and family. He doesn't speak yet so he's extremely difficult to deal with.

It has been very positive and we are very happy with the services that we have received.

Service provider is wonderful. Very flexible with her schedule, always on time, always finding ways to keep my daughter involved and happy. We love her. Thank you.

Our service provider is great and is very attentive to our child's needs. She does awesome contacting us to see how things are going on a monthly basis.

Service coordinator was awesome!

I wish we were let know about the First Steps program sooner. Overall I am extremely impressed with the amount of support and help that our provider and therapists showed my family! They are amazing women who went above the norm to help my son.

Since our son has been receiving first steps, the therapist has been seeing him weekly, and we love her. She goes above and beyond and is always Knowledgeable as well as our OT and our new speech therapist.

They are so helpful to my family. First Steps helps my baby with developing her body movements and it's a great program and the nurses that come to the house does a great job.

First Steps is a wonderful service. My 4 year son went through this program and now he is talking really good and doing wonderful in school. I am a daycare teacher and I have told some parents about the program.

Our speech therapist- is fabulous! She gave us tools to use each evening with our son- that we would have never known about. Flip book.□□Our Speech Therapist also helped us understand how dietary supplements- such as fish oil- could make a difference.

At first, we started with a service coordinator that did not fit our routine. And, we started off on the wrong foot. Now, we have a new service coordinator that works well with us and we have no issues or problems. Thank you very much for working with us

Our service coordinator is not as proactive as I'd like her to be. Service providers have been great.

Our OT and PT are amazing!

We have a new coordinator and I have yet to meet her. I feel like she should have gotten in touch and asked us if we would like to get together to meet.

Our service coordinator changed more than 4 times in the short time we have been utilizing First Steps. There has to be consistency when dealing with someone, I got frustrated re-explaining my sons diagnosis as it unusual and rare.

Our therapists are amazing to work with. They have helped my child get closer to his skill set for his age, still a ways to go but they encourage and help him and me to get him there.

From the moment I met our service coordinator, I had complete confidence in her and in the First Steps program□□We have had tremendous support from her and the therapy team and our child is in the best hands possible! Incredible program!!

Appreciate the services, just wish my child could get more than 1 hr/week maximum.□□Wish the statements and the EOB's arrived together and were for the same period.□□Wish the statements weren't 2 months behind.

Service providers are excellent, but service coordinators seem to have too large case load.

First Steps services are beneficial but we have not needed them for the last 6 months. The Service Coordinator has reached out to me several times to determine whether I'd like to resume service, which is appreciated.

Thank you everyone for all your help and support. You have helped my family a lot. It is greatly appreciated.

We had a great experience with the speech teacher and OT. Thank you!

Service coordinators have been a great asset. They have guided us and given excellent tools to help our daughter.

Our physical therapist has been a God sent to my child. She treats him as if he were her own. Is saddens me he will graduate out of the First Steps program in four months.

We have had a very positive experience with First Steps. My son has responded very well and I now have more ways of helping my son during our everyday lives.

Items marked on line are due to not knowing if it was done or not.

Our coordinator lives in our neighborhood and so is always available to answer questions so I am not sure how often sometimes weekly, sometimes daily, sometimes monthly.

We LOVE First Steps! Our PT helped our son get on the right track. Our dietician has been so helpful with understanding our son's dietary needs and navigating his changing diet as he grows.

The billing system/cycle does not make sense.

Great Experience!

First steps was not very advertised. Once I contacted Special School District they gave me the information for first steps.

First steps is quite possibly the best service I have ever received from the State of Missouri. The service providers have been TOP NOTCH, exceptional in every way. I cannot be more grateful for the help we have received!

OT was discontinued because therapist thought my daughter was ready but she is now behind in five motor even though I suggested we continue OT but not as often. ☐☐My service coordinator changed two times but I was not notified.

The First Steps Program is amazing and has changed our life. We are so grateful for this program and the people in it that have helped our child and our family. These staff are excellent people.

We have an older daughter who had been in First Steps, so it was very easy for us to get the service for our second daughter because we understand the system.

We loved our therapist! She was awesome with our child! He would get so excited when she came over. He was so comfortable with her and loved her bag of toys! We are so sad we don't have therapy anymore, but it was a great experience.

My son's physical therapist is exceptional. She educates us as a family about how to best work with my son to achieve his developmental goals. She always has such a positive and cheerful attitude. My son loves working with her.

Love the program my only problem was that I would leave my service coordinator a voicemail to contact us and she never returned my call. My daughters school had the same problem.

We are grateful for the services we received through First Steps. Thank you so much!

I can't say enough good things about your program and more specifically our service providers.

Very good services with excellent therapists and staff.

Everyone has been so great! They do amazing things in helping my son! His progress has been more than we could have asked for! The whole team has been so supportive and flexible with our needs as well.

I am so grateful that first Steps have been able to help our family function in a normal fashion with a special needs child.

My only real complaint is that our providers were chosen without much regard to compatibility of schedules. It has been very difficult at times to find mutual openings in our schedules for appointments, despite the fact that my son and I are at home.

Very easy and the provider's have made a huge difference in my child's life and development.

we worked with - thanks so much.

MO 1st Steps provides services needed and helps us but it is not enough. The set up where you get 1 hour/week to receive all needed therapy is overwhelming to child and parent. My child doesn't get enough ST, OT, PT, etc. through this program.

I wish I would have known about it sooner. I only happened to find out from a doctor visit.

Our child's diagnosis at birth was neurologically challenging. I truly believe that First Steps had a huge role in her development and improving her diagnosis at nine months to "miraculous" by her neurologist.

We love our coordinator and providers! Great experience and our child greatly benefitted.

Our speech therapist is wonderful. Our son quickly engaged with her. He has made so much progress under her direction. She is always professional, prompt and reliable.☐☐Our service coordinator has also been wonderful.

Our son's anxiety is heightened with the number of adults/therapists in the room. With the First Steps teaming approach, sometimes we have three therapists at our home at one time. Usually there are two therapists present.

We are very grateful for the services our child has received. His therapist has done a wonderful job helping him and us with his speech delays.

Our coordinator is wonderful and has helped my family our immensely. Our child has made such progress as a result of the outstanding team our coordinator put together.

I love our first steps teacher. She has patience with our child even when he was difficult to work with! Our son has shown great improvement.

The therapists and coordinator through First Steps have been exceptional. I will never have enough kind words to describe the tremendous impact they made to our family and the quality of our lives. We loved everything about this program.

I love our PT, and our service coordinator. They are wonderful people, who really love their jobs. I appreciate how heart felt they are!

We have had a wonderful experience - not only the outcomes being reached but the amazing staff we've worked with! Thank you!

They listen to what I have to say and what they work with my child. Doing a very good job. I am very glad to have first steps to help me out. My child was about 7 months when I started First Steps.

Great!

We are new to first steps and are utilizing it for our foster baby. The PT, OT and special educator are wonderful! I actually canceled our home health in home therapy because the first steps providers are far more helpful for our baby! Excellent!

We have enjoyed the therapist who participated in the development of our child. They have done wonders. We appreciate the dedication and commitment they put in.

Our therapists have been incredible. Our daughter has a rare birth defect and their levels of expertise are beyond superb. We do not know where we would be without First Steps.□□We also see a nutritionist.

Our entire experience with First Steps has been very positive. The process has been easy and stress-free from the beginning. Things moved along very quickly and the process was easy and we were kept in the loop the entire time.

We are very happy with our first steps experience. I am very thankful that Missouri has the resources to provide this program.

My child has speech therapy. She is suppose to have it two times a month - currently we are lucky if she shows up one time a month.

For Billing, include a due date.

Because my son receives PT at his daycare I feel first steps will not add PT assistance to his IFSP.

Service coordinator was very friendly, nice, and took the time to explain every step of the process.□□We loved our therapists. They were awesome!

We love the First Steps program. It is a great program and will help our child to have a better life.

It's the best thing. Our child was delayed in key milestones due to weak muscle and overweight. After six months in the program she caught up with normal milestones. Now, she is walking and talking. Totally amazing.

The service coordinator that was assigned to my family has minimal knowledge about my sons mild hearing loss and has made comments that show her lack of understanding to the services we need.

I feel that our speech therapist has helped our son develop his language skills. He does not get frustrated as easy when he is able to express his needs. She is very supportive of our needs as a family and offers us great and helpful suggestions.

Our entire team of therapists and coordinator are fantastic.

I can't say enough good things about this program. We received literally thousands of dollars in therapy that we would have never been able to afford. The therapists were amazing.

All services were great except for OT in Texas county. My daughter received OT but only when she felt like coming out. Since we moved to Texas county the past year she received OT only 5 times when it was supposed to be 12 times.

Everyone (coordinators and therapists) have been very encouraging and helpful in getting my son the care he needs. They celebrate with us as we meet milestones and show improvement.

I would like to thank First Steps for everything they have done for me and my son.

This program is wonderful. I will recommend this program to anyone!

Working with our therapists has been great.

Our occupational therapist, was extremely helpful with our daughter. She provided us with easy to understand information and worked with our daughter in a playful, fun way. She is great!

We really liked our service provider and felt she communicated with us. We also really felt our OT did a great job with our son.

I appreciate this program greatly!

Our physical therapist has been such a wonderful support for our family and has gone the extra mile to help our daughter whenever I have had a concern.

Due to First Steps this journey with my grandson has been better manageable.

Every person we worked with through First Steps was friendly, knowledgeable and kind. We became especially close to our therapists, who we saw almost weekly. Their service was so exceptional and we value the time our daughter had with them.

All of our providers are excellent, and our primary provider is phenomenal. They are technically good at their jobs, but as important as that is, they seem to truly care about my son. I deeply appreciate having people who both know what they're doing.

Great service, we have a very positive experience.

First Steps is a great and needed program. However, my first son needed this program and was denied and he needed these services. Evaluations for acceptance is wildly variable.

Our First Steps coordinator has been very helpful and easy to work with. Her hard work and positive attitude have helped our child continue to succeed. Thank you First Steps.

I love to say thanks to first steps program and my daughters teacher for helping with our daughter to help her learn and develop and to keep up the good work.

I will recommend to anyone needing assistance. Our providers are a blessing to our family.

First Steps has been wonderful! They have not only helped our son but our whole family. We look forward to having her come and I appreciate all the help and services so much!

I am thrilled to be in first steps, I don't know where we'd be without it. Having our Physical therapist come to our house is a life saver when you have two little girls. And I don't know how we would be able to afford the therapy my daughters needs.

My child has gained so much with her First Steps therapist. I don't know what we would have done if there was no First Steps. They are very effective and helpful to my child.

We are so thankful for this program and the wonderful therapists we see on a weekly basis.

First Steps is absolutely essential to our child's success and has become an integral part of our family routine. Without it I can't even imagine where we would be. What a true blessing!

We love our speech therapist. She has been great, and I feel like she enjoys seeing us. I have had to switch coordinators, but since then we have been happy. It was very hard to get a nutritionist and I wasn't pleased with her.

Our service coordinator is very helpful and informative. I'm glad she's our service coordinator.

We had a great experience with First Steps. When we started out we were very anxious about our son but with their help and our hard work, our son is on track and doing well as if the problems were never there. Thanks!

The second time around was so much better than the first time. Our service provider is great about working with the whole family including our older child since she understands how much our younger child is using her as a role model.

When we had a problem with our service provider, our service coordinator immediately took action and has contacted a new service provider for our family. She also reassured me to let her know if we had any problems/concerns about our new provider.

One provider for the specific problem my child had, was very behind in her knowledge of the field. I was as if she was behind by 5-10 years or more. You'd think she know the most relevant information.

Pleased with service. Just wish an OT had been available to work with my child.

My child "aged out" of the First Steps program in January 2013. The services she received were exceptional and the providers were absolutely fantastic!! The BEST!! They were wonderful to work with!

Great program! So grateful for everything!

We learned about First Steps when our daughter was two months and eight months. They worked with us to get her in the program as fast as possible to get occupational and speech therapy. Everyone we worked with were great with us and our daughter.

I really like our service coordinator and would definitely recommend her for other people in this program.

We love our speech Therapist. ! She is a wonderful speech Therapist.

Our service coordinator goes out of her way to help us when we have any questions or concerns. We are very grateful to have this program.

We love our therapist. She is a miracle worker.

Our physical therapist is outstanding. She has brought my daughter a very long way since her transplant. She has great therapy ideas and explains things very well. We love working with her!

Our daughter began First Steps when she was about 7 months old. She is now almost 3 years old! With the help of our First Steps providers, we have been able to help our daughter accomplish her goals in a way that was best for her.

We has excellent service providers and will miss them dearly! They have helped us go from a state of significant concern for my child to him being evaluated as "solidly average". We no longer have any concerns for him! Thank You!

The First Steps providers and at-home model had a profound impact on my family's comfort level. Our resources and our ability to help our son overcome the challenges of his cerebral palsy and developmental delays.

Our service provider for speech therapy was great.

Our PT is fantastic. Words cannot describe our gratitude and thanks to her.

I love my sons therapist. She helps me understand more. If not for her I may have been a wreck. I appreciate everything from the bottom of my heart.

So glad our NICU coordinator recommended First Steps (I was hesitant to leverage the service!) the service coordinator is great- easy to work with, responsive and listens to what we need. OT caught several things that helped our daughter get on track.

OT has been a great help and encouragement. We don't really click well with nutritionist . She showed up 2 hours late to our first appt, she does not call to confirm appts, she doesn't agree with my mother's instincts.

My husband and I are more than pleased with service coordinator, and providers. They are all very knowledgeable and caring. We always look forward to our sons therapy sessions. He has grown so much since beginning with first steps.

Our OT has been a wonderful advocate and provider! She is Great! Our SLT has really helped our son develop the language to help him communicate on level with his peers. She is great!

It has been a pleasure working with First Steps!

Experience has been nothing but positive. The services have really helped my son overcome a lot of his developmental delays.

Due to schedule conflicts, my child has not received OT in a few months, which he would greatly benefit from. Coordinator working on that now.

Because of First Steps, my 2 year old son is walking a lot better and has begun saying some words. I like that his therapist makes a visit to his daycare center about once a week and gives special instructions on speech and walking.

We love our therapists!!

It was great. I don't know what I would of done without them. Thanks to their services, the best part was I was better at understanding and dealing with my sons needs thanks to them. I

I think they are great. I already see a difference in my child.

On of our son's therapists doesn't seem to like it when I tell her that he is done for the day when she has more to do. Some days he is either too tired or just not focused. She come off as snobby to me.

The providers have been amazing. They are so helpful and give me a ton of strategies to use with my son. They've made a scary situation much easier for our family by being warm and comforting. Our service coordinator is always on top of scheduling.

we have a wonderful therapist. She has helped my son with his speech so much in the past year. He's gone from single words to talking constantly now. We are so happy! Thank you for this program.

We are so happy because our child is evaluation no every day. Your personal are very important for future of my child.

Our service coordinator was wonderful. After meeting with First Steps I felt relief. We had a plan for managing my daughters care. We are so grateful!

Our Vision therapist need to be more hands on with our son, She speaks but never in a sense where she's hands on with him or us.

We have had four therapists with First Steps and all of them have been very professional, supportive and helpful. One of them then directed us to a provider for OT needs that my daughter really needs and she has been a terrific resource there.

service coordinator was a great listener and addressed our needs, concerns, and provided a great plan for us. We were only in first steps for a short time with the services provided by speech therapist were amazing. She was great with our child.

If first step can provide some good information about help available for children with special needs. E.g. Nurse center, supportive care instruments like walker, special chair for physically challenged child.

Our experience, though short, has been amazing our coordinator and therapist are both very proactive.

Service Coordinator is bossy and strongly self involved when (I) asking about concerns and wanting further assessments, she said "just because you want it or a doctor prescribes it doesn't mean we have to do it or provide it"

We have loved our first steps services our only complaint is that we didn't know about these services sooner!

Our therapist are great and really are patient with my child. They are very understanding and sweet.

Wonderful service. Thank you.

OT and PT for our 3 yr old daughter are exceptional with her. They have worked together with us and our child to reach some of her goals. She keeps improving with their skills and experiences.

Therapists have been very thorough in explaining things to me and they all listen and give me advice. I do apply what they teach me. ☐ ☐ I appreciate this program and am thankful for it.

First Steps has been very beneficial to our son. I am glad that there is a program out there to help kids. I would not know how to help my child grow and lean without their help.

I am going to miss my therapist - they feel like family.

We have only had the services since we arrived home in January 2013 with our daughter but have loved the convenience of PT coming to our home with a time that works for us. We also love our PT! Thank you for all your help! They helped with transition!

All of them are very nice and understanding and I thank you guys for the help.

The FS program has been a wonderful asset for our family. We appreciate all the patience and knowledge demonstrated by the clinicians who worked with our son on a weekly basis! He is doing great things because of his participation in this program.

The coordinator that came to work with our son was a nice lady but did not work well with our son. I understand they have to be firm and not give in to everything he wants to do.

I am so grateful that Missouri has a program like this to help out families!

We absolutely love our provider, she is amazing and my little girl adores her. I love having her as our provider!

First Steps has been a lifeline for me in my journey with my great niece. I am the mother of 2 and grandparent of 2 when my 14 month old great niece came into our lives. She came with a lot of baggage and those needs were met through First Steps.

I just want to say our First Steps team have been outstanding. Wow is all I can say. They are just like family to us now and we know we can come to them anytime for help and they have always got answers.

Provider is very helpful and we are very happy/lucky to have this service. I hope it is always available to those that need it.

Our therapists have been fabulous.

My son is thriving with the guidance of 1st steps! We are thrilled with the progress he's made and are very grateful to all of our awesome providers.

Therapist has been invaluable and so helpful. Therapist is a God-send and the reason our child works so well with therapists now. Our therapist is also fantastic. Her matter-of-fact and step-by-step approach really helps me work with my son.

I couldn't have been more blessed to have met, worked, and been aided by such a well developed program with such special individuals who showed the way for my child's success.

Yes on #5 you could get more from out to hospital and doctor's office. People don't know there is help when they need it. So just get info out and that would make us happy! Thanks a million!

We had a disappointing experience in that we were shuffled between three service coordinators and I feel our last one was overwhelmed with the position and missed some details trying to transition to the school district.

Our experience has been great. My son has made so much progress. His PT has been wonderful.

What a great program! Our providers are INCREDIBLE!! Don't know how I could have gotten through these first months without them!

I wish that the program went past age three. I am not sending my child to school just to get therapy. When she turns three she will lose services.

Early intervention has been a huge help to my daughter. Born deaf, she is not ahead of her peers in language development and doing wonderfully. She does not qualify to be on an IEP. First Steps helped us give her what she needed to thrive!

Our daughter would not be as far in development if it wasn't for her provider. She is an amazing person. She's very good at what she does. Always on time and ready to help my daughter with anything. I'm so thankful for First Steps.

I am proud to say I have been very happy with the services of first steps. I could not of asked for a better service group. They have helped me in so many ways.

Everybody was very nice and we enjoyed having them in are lives. Thanks.

First Steps have been very good. The speech therapist has been very good, and my son always looks forward in seeing her. She is always good on keeping me informed about anything that pertains to me and my son.

Our speech therapist is AMAZING! She has truly been an angel sent from heaven to us! She began working with my son in August, and in less than 4 months his vocabulary had expanded from about 15 words to 50! His speech became clearer.

The First Steps program is the best thing to happen to our family.

Great program. It helps the children catch up. The providers are professional and give my kids what they need. Our service coordinator is fantastic. She always answers any questions I have. She is there if you need someone to talk to.

This is fantastic program. There are folks out there who don't know were to go for help. First Steps will and does point you in the right direction. Our service coordinator is a fantastic person. Always there to answer questions!

All people we have dealt with in the program are wonderful. Our son is so much stronger than he was. We are thrilled to be a part of this program.

I feel that First Steps program should look into more programs and services to help children outside of the home. These children need help and they should not be limited to in-home services. If First steps cannot help direct parents, then programs can.

I didn't know 1st steps existed until PAT screening told me about the program. I am VERY thankful that I went to free screening and learned about 1st STEPS. Getting weekly help from therapists would not have been possible without 1st steps.

My son is receiving speech services and in the six months he has been on I have seen a big difference. I am very thankful for this program and the people we work with are wonderful!

Our "S.I." has been a wonderful addition and asset to our family. She is flexible in scheduling and very kind with client. I'm thankful for this program and highly recommend "First Steps."

Speech therapist comes out once a week.

It is a great program, great people, and awesome therapist.

I loved the First Steps program but I think there needs to be more information about it available because we had never heard of it before.

Excellent program! Make doctors and nurses more aware. Maybe have some literature about the First Steps program at doctors/specialists/hospital offices. We didn't hear about it at all until we began the Head Start program.

I am extremely pleased with the services I've received from first steps. Our service coordinator is Fantastic and we feel very blessed to have her helping our son! As a Early childhood special education teacher, I've worked with first steps for years.

My only complaint is upon completing the program and discussing the next steps, I was unaware that the inquiry was the initiation for my child into Early Childhood Special Education. I feel the inquiry should be just that - an inquiry.

Our therapist is wonderful, not only with our son but she always makes sure my daughter doesn't feel left out. She's very accommodating with schedules changes and If my kiddos are sick, She makes time for us another day.

First Steps has greatly improved my daughter's independence and confidence. They found and used her abilities and help her be more confident. They praise her and show her that she can accomplish things that before she wasn't sure of.

It is very scary when your child cannot express herself with words and isn't talking at age 2 like other kids. First Steps helped me feel better as a mom and encouraged me in every way to expand my child's vocabulary and communication.

Service provider was great! Whenever I needed to reschedule, she was very flexible with rescheduling. My son's eating vastly improved weekly. Thank you for the service you offer and provided to me and my son.

Great program. Speech therapist is awesome and deserves some praise.

Love service coordinator, therapist, and the whole program!

Great PT lady now

The providers are wonderful! They were very easy to talk to and I felt comfortable with them in my home. We are really going to miss them.

This has been a wonderful experience for our family. The love and attention shown to our son and his needs has been amazing. Everyone who has been involved with him has been amazing. Thank you all so much!

We have had a great experience with the First Steps Program and it has helped us feel more confident in our child's future.□□Would like to see an online bill pay set up as this is more convenient.

I have had great implementers and experienced therapist with our son. Our service coordinator is also knowledgeable and helpful with helping him get the services and help he needs.

First Steps has made a positive impact on my child's life and our growth and development together. There are still additional services that my child is showing the need for, but with our recent 6 mo evaluation of services/I feel that has been addressed.

Our provider is wonderful, knowledgeable, friendly, and very supportive. We appreciate her assistance.

Our therapist did a perfect job working with our child. I loved all her work that she has done. You guys are great to work with. I am going to miss our therapist a lot. Thanks.

I am not sure how First Steps can claim to work with children with ASD when getting 1 hr/wk of PT/OT/SLP is the norm and getting any time set up with ABA is impossible.

I want to thank site coordinator for listening to our concerns and replacing the speech therapist that was first given to us. The therapist was too rough and demanding with my son and the site coordinator took care of it right away. Thank you.

Our First Steps services are amazing. I recommend them all the time. They have taught us so much we didn't even know all the many services provided without First Steps. Thanks.

I have absolutely loved your program and recommended it to others.

Helped my child to crawl and strengthen muscles.

First Steps is a very good program. My son and I love the ladies that come here. They are awesome. Answer any question or concerns I might have about my son. Give me information about what I can do at home with him. My service coordinator is the best!

I loved every experience we had with the first steps program. We shuffled around to many doctor's to find ways to help our daughter and no one helped us as much as our service providers.

I think the people involved with First Steps are great. I feel like we don't receive enough "attention." I feel like we are second to their other full-time jobs and that First Steps needs to hire them for full time so they can better focus on families.

Our service provider and our service coordinator are both very sweet and very, very helpful.

First steps has been very helpful in helping my child be able to have more mobility in her wrist. The services have not only help her but have also given my husband and myself have the tools and knowledge to help our daughter.

Had hard time getting therapist to come to our home because it was an hour away from where she was and farther from her home. Had to cancel a few times because we felt therapist was trying to come up with excuse not to come all the way.

The First steps staff has been excellent! They have doused any scars and apprehension I had about my son's disability!

Although FS has been a godsend, it has also been a point of confusion and stress during an already difficult time. Everything happens at a snail's pace, and I often feel like I have to micro manage and beg to get necessary and prescribed services.

They help my child to learn how to walk and strengthen muscles.

All of our service providers have been really helpful. They are nice, friendly, and offers tons of suggestions for things we can work with my son at home. Our service coordinator has been little to no help to us.

We had a wonderful experience with first steps. Our therapist was patient and caring with our son. She did a awesome job and we truly appreciate her dedication with children. Our service coordinator was also wonderful and answered any of our questions.

Everyone was very nice, thoughtful, and caring, although our weekly visits didn't give us much info or strategies for working with our child.

Our family thanks you all for the First Steps program! When I brought our preemie home for the first time they helped when I had any problem. Want to thank you all again cause if I didn't have your program I wouldn't know what to do or who to go to.

We love our provider. She is so wonderful!

We really love our First Steps coordinator. We look forward to her monthly visits.

Thank you and thanks to the other agency too. They did a great job with Amber and she loved it there too. Thank you very much

I wish I could access my provider's notes on my daughter on a monthly basis. Similar to quarterly reports on goals for school age kids receiving special education.

We will like to appreciate to our physical therapist, reg. nutritionist, who are excellent professionals and very dedicated to my son. Also the OT who provided great advices to the progress of my son.

Our Service Coordinator was very helpful. Great experience.

The first Steps program has been an amazing asset to my son and our family. The therapists that come to our home have done so much for my little boy. We are forever grateful for their services and this program.

My daughter was behind in speech. I contacted First Steps and they sent a speech therapist over to help her. Our speech therapist has done wonders for my daughter. Looking back over the past year I wouldn't of dreamed she would come this far.

This is new to us I am sure we will get the hang of it!

Our OT has been amazing. She is truly an asset to your team. ☐ Thank you for all the work your team does to help my son.

I would like to say from the very beginning with the first initial evaluation. I have found nothing but great teachers and providers. All the ladies I have had the pleasure working with have been nothing less than amazing!

First Steps is amazing! As my daughter does better and needs fewer services it is bittersweet! I am so excited about her progress. I love our therapist.

The ladies who helped our child and our family have made such a wonderful impact. The therapists and service coordinator could not have been any more helpful. We are so grateful to have met you and you have helped our child and our family in ways.

I have had an amazing experience. My service coordinator is incredible, and my PT is also stellar.....and my OT AMAZING - sooo amazing, and we adore our speech girl.

First Steps has helped my child drastically. His verbal communication skills were nearly nonexistent. He has improved and developed skills that have helped his speech delay. Now he communicates his needs and is still continuing therapy to improve.

Our Occupational Therapist has been excellent and has taught us so many skills to use at home with our baby to help her muscle tone strengthen and reach milestones. She is very personable and we are already learning a lot in a short time.

Great service providers but very limited and minimal contact from service coordinator.

We have had a great experience with First Steps. Our son's speech has greatly improved in a few short months. He really loves his therapist.

Our therapists are amazing and extremely knowledgeable - we are so grateful for these people in our lives!!!

Thank you for the help and service that is provided to us.

Our daughter looks forward to seeing our therapists every week. She is eager to play with them and show off her new skills. They have a way of "playing" with her to get her to do her therapy. She doesn't even realize she is working.

As my child got older and his needs increased I had to ask for additional services - which we did receive, but it bothered me that the providers knew that we'd benefit from the additional services but didn't offer them or suggest them.

Coordinator very overworked/overwhelmed-rushed many times. Felt like it was quantity focus not quality. Not at fault of coordinator.

Explanation of #12: We had two different coordinators. Our second coordinator was amazing. She listened to our concerns and did what she could to get us the help we needed. Our first coordinator was very insensitive.

I feel so blessed to live in a state which provides a service like First Steps. I didn't know if my boy was going to suffer brain damage when he left the NICU and now, thanks to my amazing First Steps team, he is a healthy, happy two year old.

This has been a wonderful experience and I would highly recommend it to anyone needing it. All our therapists have been very knowledgeable and experienced and grew to be a great source of support for our family.

This was the only program offered to our family and our son. I am so thankful my son was able to receive all the services he needed and he wasn't denied because his parents made enough money to get by without financial assistance.

We love first steps! Great program!

First Steps has been such a blessing to our family. We have received everything my daughter has needed with no problems. Thank you.

Wonderful Program!

My son enjoys when our physical therapist comes over to "play." We both feel very comfortable with her and trust her. She comes twice a week and my son looks forward to her visits.

We used service coordinator help every week until we saw strides of improvement, then switched monthly.

We love first steps! The program has helped our daughter so much.

We are very grateful for the First Steps program. We had many concerns about our son's development and not only did he qualify but he got services right away. We have noticed a BIG improvement in his language skills and learning new words.

Qualifying was very difficult and frustrating, as we could tell there was an issue. After not qualifying once and the problem getting worse, we tried again and qualified. Sometimes, weeks would pass in between qualifying meetings. Frustrating.

We have found First Steps to be extremely beneficial. Our daughter has shown tremendous progress in a short period of time. Our Family Service Coordinator responded to our questions on a very professional and timely fashion.

Love Love Love!! My son's therapists are great. First Steps has helped us so much.

We have been impressed with everyone that we have encountered via the First Steps system. Our therapists have been amazing and gone above and beyond when necessary. We wouldn't be happier with what our daughter has received.

First steps is helping my son so early on, we would have never been able to financially support all this therapy privately. Thanks to this necessary program, my son has an advantage to require less therapy in later school, due to early intervention.

Our First Steps therapists are the best!

Our coordinator is an awesome coordinator and our therapist is the world's greatest therapist! Our family has been blessed!

We love First Steps!

Our Speech/Language therapist and physical therapist are totally amazing.

Our coordinator has been very helpful in explaining and getting everything started.□□Our therapist is great with our son, and we have seen great progress.

Our OT and PT are wonderful!

The number of hours provided were not sufficient to bring a drastic change in our child so we had to opt for a private therapy program and discontinue first steps.

We were told anything that my daughter will need, that First Steps would provide for her. She never received any of the equipment that she needed and one thing that was provided to her was a Benkit and that took over 3 months to get.

We love our therapist. She's the best.

Speech therapist is exceptional. She gave me practical ideas I could use to help my daughter gain, practice, and retain new skills. I could tell she deeply cares for my child. My daughter loves her. Area coordinator was easily available.

Our PT is more than a therapist to us. We consider her family. Our daughter would not be where she is today without her.

Discouraged that my child did not qualify at two years. He was severely delayed but did not qualify until close to three years. I feel that we lost valuable time awaiting qualification.

We have been so happy with the First Steps program. We don't know what we would do without it! Our twins were born 10 weeks premature, and first steps has been instrumental in helping me understand their development delays and give us tools to help.

My daughters therapists are Amazing ! I am now able to communicate with my child through sign language and with her improving speech. My daughters mobility has improved tremendously as well.

we all love my son's OT , and will miss her greatly when services are over. She had helped me so much and my son has achieved more than I could ever have imagined because of her.

I wish that services would be more therapist lead. Not having a child with D.S. before I am not always knowing what services I should be asking for where my child should be developmentally. The therapists are great and super helpful.

I have nothing but good things to say about first steps. I believe my child wouldn't be the person he is today or made as much progress without his amazing teachers.

I am very grateful for First steps and the services my child receives. At times, I am unsure of the progress my child is making, but I have seen dramatic increase in speech since the services began.

We are so thankful for First Steps. Before we qualified for First Steps, we were paying for private speech therapy and it was very expensive and we were not seeing results. Now we are seeing exciting results and can afford the services.

While we are very thankful for first steps and so appreciate our service coordinator and most of our therapists- we have difficulty understanding the structure as it limits time/therapy necessary for the "client" in this case, our son.

We would not be where we are today without First Steps and our PT therapist. This program has been a life saver for us. It has made all the difference in our daughter's development.

By the time our pediatrician referred us to First Steps, I was at my end - not knowing how to help our son. First Steps gave us everything we needed to help him. I seriously do not know what we would have done without this program.

Service Coordinator is a huge asset to your organization! My children and family love her.

We have had a great experience. Our daughter has grown so much!

I thought over all it was great. Need to know who to contact in reference to what though!

First Steps has been an absolutely wonderful resource to our family. Thank you so much!

First steps has been an amazing and essential tool for our whole family. Physical problems my daughter was having were paralyzing our whole family. I was at my wits end trying everything I knew to do to catch her up physically with no success.